

Hello, My name is Elizabeth Stout & my hearing truly sucks. I totally rely upon captions when watching TV. Without the captions I don't know what people are saying & can't follow the plot.

At home, the only time I have a problem with the captions is when the caption text covers on-screen text (sport scores, breaking news items & such).

In public (meetings, restaurants, bars) it's a hassle to get the captions turned on. Very rarely has my request been #1. successful & #2. without causing a disturbance.

It's very frustrating because I know there are TV's that have a button on the remote to turn on the captions. This never seems to be the case in public, though. Usually it requires a huddle of 2-3 employees trying to figure out how to use the remote. It seems that on some TV's the user has to scroll through a menu that has the captions hidden under some obscure menu option.

AND the whole time this is going on, other people are looking at me. It is embarrassing!

Hopefully you guys can get this changed for the better.

Thanks for letting me vent!

Elizabeth